



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
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MARVIN J. SOUTHARD, D.S.W.
Director

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Medical Director

February 7, 2014

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.
Director

SUBJECT: **NOTICE OF INTENT TO ISSUE WORK ORDER EXCEEDING \$300,000
UNDER THE MASTER AGREEMENT FOR AS-NEEDED STRATEGIC
PLANNING AND RELATED SERVICES (COMMUNITY ACTIVATORS)**

This memo is to inform your Board of our intent to request the Chief Executive Officer (CEO) to amend a Work Order under the Master Agreement for As-Needed Strategic Planning and Related Services (Master Agreement) with Community Activators (Contractor). The Amendment will increase the contract amount by \$100,000, for a total Agreement amount of \$537,000. The period of performance for the amended Work Order is for Fiscal Year (FY) 2014-15. In accordance with established Master Agreement guidelines, prior Board notice is required for projects exceeding \$300,000.

SCOPE OF WORK

The Department of Mental Health (DMH) intends to extend the Agreement with the Contractor from July 1, 2014, to June 30, 2015, to advance the effective integration of behavioral and physical health care implementation underway with the Affordable Care Act (ACA) and with its Medicaid Expansion Population (MCE) at the Department's 21 adult directly operated (DO) clinics. The Adult System of Care (ASOC) DO programs are challenged to address the needs of this broader population who meet medical necessity criteria assuring timely access, client-driven and recovery-focused outcomes, and cost-effective services/interventions. DO Managers and direct service personnel will utilize the Contractor's skills to implement various, agreed upon methodologies to ensure a "no wrong door" approach to consumers seeking mental health services, based upon the use of a Level of Care (LOC) system. Bi-directional referrals and services between the health care system and the DO programs will be implemented during Fiscal Year 2014-15, allowing consumers to flow through both systems seamlessly using appropriate outcome driven interventions that maximize the overall well-being of clients and families seen in ASOC.

TASK 1:

Work with the ASOC team to gather information that will further develop, refine, and disseminate the ASOC Toolkit. Tasks will include draft writing, editing, and the development of presentations to ASOC sites that result in the implementation of various

components of practices described within the Toolkit. Contractor will support local sites in determining Toolkit components that fit local needs and best strategies for implementation within local clinic culture. Contractor will also provide on-going coaching for efficient implementation of Toolkit components.

TASK 2:

Develop training components for new staff that will orient them to the ASOC Toolkit and current strategies for service delivery within the ASOC system. These training modules can be used by Program Heads for orientation of new employees and volunteers. Training components will be divided into separate modules that clearly outline expectations for customer service and overall system integration.

TASK 3:

Utilizing the existing monthly Recovery on a Roll (ROAR) meetings with the 21 adult directly operated clinic Program Heads, Supervisors, and key administrative staff, including the Service Area District Chiefs, Contractor will support problem-solving discussions that result in implementation of operational strategies that adhere to the practice parameters and outcomes expected under the LOC structure adopted by DMH.

TASK 4:

Increase the quality and efficiency evidenced within the ASOC DO clinics between the Program Head and the respective line supervisors to assure full adherence to the various funding streams and programs to which consumers may be eligible. Contractor will develop and implement communication and reporting tools for assisting Program Heads to shift direct outcome monitoring to team supervisors. This will increase timely identification of critical clinic flow and services issues, as well as assure efforts working well are disseminated system-wide.

TASK 5:

Continue to support DO clinics to expand the integration of individuals with lived experience into the local service delivery system. This includes the increased usage of Wellness Outreach Worker (WOW) stipend employees, volunteers, and graduates of various other programs that train individuals with lived experience to bring their voice and expertise to clinic service delivery. Contractor will provide on-site consultation that results in expanded use of individuals with lived experience, as well as supporting development of ASOC strategies that further integrate these individuals.

FISCAL IMPACT

There is no net County cost.

The amended amount of the Work Order will increase by \$100,000, for a total Agreement amount of \$537,000, which will be funded through MHSA.

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NOTIFICATION TIMELINE

Consistent with the policy and procedures for the Master Agreement for As-Needed Strategic Planning and Related Services, we are informing your Board of our intention to amend the above-mentioned Work Order. If no objection is received from your Board within one (1) week of this filing, we will submit the amended Work Order request to the CEO for review and approval.

If you have any questions or need additional information, please call me at (213) 738-4601, or your staff may contact Angel Baker at (213) 738-4105 or abaker@dmh.lacounty.gov.

MJS:CW:WT:LM

c: Mental Health Deputies
 Chief Executive Officer
 Executive Officer, Board of Supervisors
 County Counsel
 Frank Cheng, CEO
 Robin Kay, Ph.D.
 Dennis Murata, M.S.W.
 Cathy Warner, L.C.S.W.
 Richard Kushi
 Angel Baker

